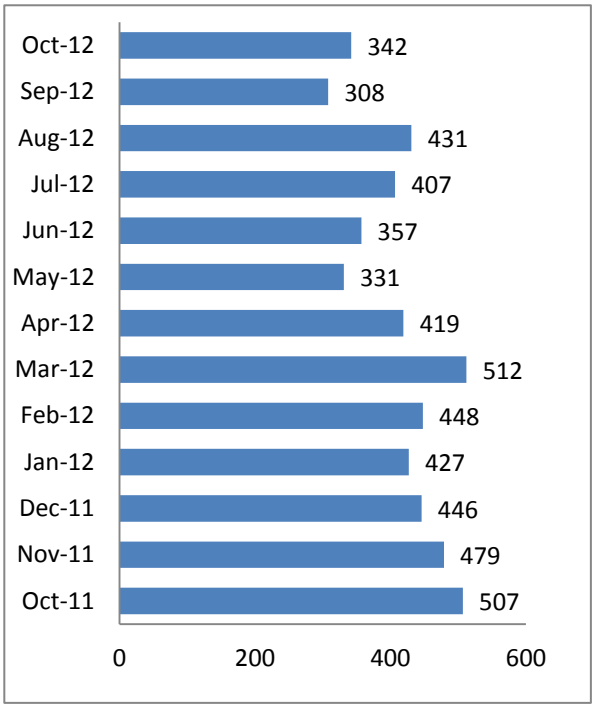
Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for October 2012

Total Calls: 342 **Avg. Call Length:** 2 min

Male: 43%
Female: 44%
Unknown 13%

Day of Week:		Time of Day:	
Monday	21%	Midnight - 8 a.m.	7%
Tuesday	14%	8 a.m. - Noon	24%
Wednesday	15%	Noon - 4 p.m.	29%
Thursday	17%	4 p.m. - 8 p.m.	24%
Friday	14%	8 p.m. - Midnight	16%
Saturday	11%		
Sunday	8%		

Previous Year Call Totals



Topics:

Casino banning	18	5%
Casino info/buffet, etc.	74	21%
Gambler's Anonymous info	9	3%
Information about line	3	1%
Lottery issue/question	24	7%
Media/Press	0	0%
Need local # for treatment center	1	0%
Other gambling related issue/?	3	1%
Request for BETS OFF info pack	1	0%
Request for gambling ed materials	1	0%
Treatment inquiry for self	72	21%
Treatment inquiry for other	21	6%
Other	118	34%
TOTAL	***345***	***100%***

Outcomes:

Instructed to contact casino	74	21%
Provided gambling assistance/counseling	12	3%
Referred to IDPH/Website	4	1%
Referred to Iowa Lottery	23	7%
Referred to national #/out of state source	32	9%
Referred to treatment provider	72	21%
Request sent/referral to ISAIC	1	0%
Supplied requested info	20	6%
Unable to assist	3	1%
Other	109	31%
TOTAL	***350***	***100%***

Callers Relationship to Gambler:

Child	11
Educator/Counselor	2
Friend	3
Husband	2
Other	5
Other relative	6
Parent	2
Self	116
Wife	1
Unknown	29
Employer/Coworker	1

Referrals:	Referrals		Successful Conference calls	
ADDS of Southeast Iowa	15	8%	11	73%
Pathways	6	3%	3	50%
Problem Gambling Services	30	26%	24	80%
Community & Family Resources	2	1%	2	100%
Family Services	3	0%	1	33%
River Hills Recovery Center	0	5%	0	0%
Compass Pointe	3	0%	2	67%
Substance Abuse Services	9	12%	6	67%
Prairie Ridge Treatment Center	4	1%	2	50%
TOTAL	***72***	***56%***	***51***	

Where Heard about hotline

2-1-1	0
Billboards	2
Casino	105
Family	1
Friends	3
Lottery	25
Newspaper	0
Radio	0
Other	1
Spouse/Partner	0
TV	2

Calls Identified by State:

Illinois	7	South Dakota	0
Minnesota	4	Wisconsin	5
Missouri	5	Unidentified out of state	3
Nebraska	17	**TOTAL**	**41**